

HEALTHY LOUISIANA ADMINISTRATIVE ACTIONS, MONETARY PENALTIES, AND SANCTIONS

Tracking Number	Contractor Name and Address	Failed Deliverable/Non-Compliance with Contract Requirements	Potential Monetary Penalties	Notice of Monetary Penalty	Monetary Penalty Withhold Amount
MAX1-01	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	6/17/2016	\$25,000
MAX1-02	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	7/25/2016	\$14,000
MAX1-03	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	9/15/2016	\$16,500

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MAX1-04	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	10/20/2016	\$8,500
MAX1-05	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	11/28/2016	\$3,000
MAX1-06	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	12/9/2016	\$7,000